

# PATENT ABSTRACTS OF JAPAN

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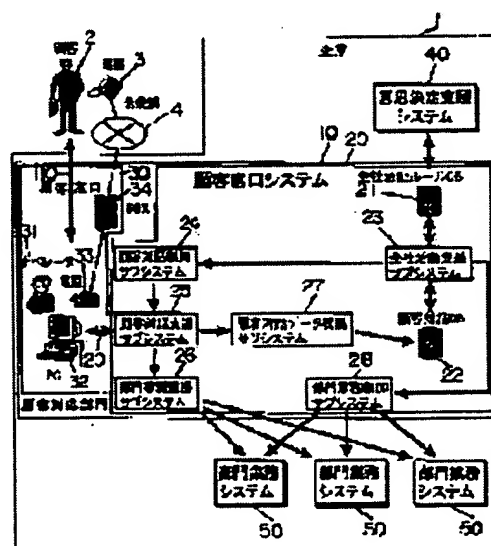
## (54) CUSTOMER WINDOW SYSTEM FOR COLLECTING CUSTOMER INFORMATION

### (57)Abstract:

**PROBLEM TO BE SOLVED:** To improve a customer request processing and job efficiency by quickly updating activities of a customer dealing department or a job department by using the analyzed result of data which the customer dealing department collects.

**SOLUTION:** This customer window system has a customer dealing department 10, a job department that executes a job in accordance with a customer request, and a whole company decision making department that decides the whole company activity. The system is also provided with a whole company activity rule database (DB) 21 for accumulating the whole company activity decision procedural rules, a customer interaction DB 22 for accumulating interaction data between an operator

31 and a customer 2, a customer interaction supporting sub system(SS) 25 for supporting the interaction, a departmental job cooperation SS 26 for instructing job execution to a department 51, a customer interaction data collection SS 27 for accumulating the interaction data in the DB 22, a whole company activity supporting SS 23 for deciding the whole company activity based on the data of the DB 22 and DB 21, and a departmental job control SS 28 and a customer interaction control SS 24 for controlling activities of the job department



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according to the whole company activity.

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